



Class Title
Position Number
Department
Division
Supervised By

Emergency Communications Officer I
452
Fire/Emergency Communications
Emergency Communications
Emergency Communications
Supervisor

Nature of Work:

Performs responsible protective service work including the use of a Computer-Aided Dispatch system to dispatch calls to Police, Fire, Emergency Medical Services, Animal Control, Game Warden, and James City Service Authority (JCSA) personnel, usually in response to emergency situations. This is an entry level position that learns the primary duties of the position and satisfactorily meets training requirements within time frames determined by department.

Primary Duties:

- Accurately obtains records and disseminates emergency and non-emergency calls for service from citizens and visitors to Police/Fire/EMS responders.
- Reviews emergency call information, determines nature of call and dispatches the most appropriate and closest unit or person to the scene of the emergency; uses correct codes and clear radio channels as required by FCC regulations, relays all pertinent information to responding units and stays in constant contact to relay additional information and respond to request.
- Operates radios, computer networks, multi-lined telephone systems and related equipment.
- Enters wanted/missing persons and/or stolen property into the State and National wanted system.
- Monitors and responds to the Surry Nuclear Power Plant and activates alarms when necessary as well as monitors the National Weather Alert System.
- Performs other duties as assigned.

Job Preparation Needed:

- Any equivalent combination of: High school diploma or equivalent; experience in data entry.
- Ability to input data via a computerized network at a reasonable rate of speed as determined by the department.
- Ability to make quick decisions while maintaining composure; dealing effectively with staff, the public, and other agencies often in emergency situations.

Post Offer Requirements:

- Background investigation to include polygraph
- Criminal history/sex offender check
- Hearing Test
- Drug Screening
- Psychological Assessment

Introductory Period: 12 months

Post Hire Requirements:

- Within six months of hire, must complete certification in VCIN/NCIC in compliance with State requirements. Within 12 months of hire, must successfully complete:
 - Communications Officer I training;
 - James City County's In-House Basic Academy; as well as
 - Hampton Roads Regional Academy.

Job Locations and Conditions:

- Duties are performed primarily in the Emergency Communications Center; may be assigned to report to work at alternate times and locations as needed, such as the Emergency Operations Center and perform different duties as necessary.
- Requires shift work which may include nights, weekends, and holidays.
- Requires response to call backs to work in emergency situations and minimal manning requirements utilizing mandatory overtime when needed.
- Performs work safely in accordance with County safety policy and procedures and specific departmental safety procedures.

Career Ladder Class: This is the entry level of a four step career ladder that includes Emergency Communications Officer II, Emergency Communications Officer III, and Emergency Communications IV.

Next Career Ladder Step: Emergency Communications Officer II



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Next Career Ladder Requirements: Must meet all of the training and certification requirements for Emergency Communications Officer I.

- Certification as an EMD (Emergency Medical Dispatcher).
- Certification by DCJS (Department of Criminal Justice) as a Dispatcher.
- Certification as a VCIN (Virginia Criminal Information Network) operator.
- Certification in CPR (Cardiopulmonary Resuscitation).
- Proficiency in all computer systems utilized daily in the Emergency Communications Center as evaluated by department.
- Competency in performing the essential function of the job as evaluated by department.
- Satisfactory completion of introductory (initial or promotional) period.
- “Meets” or higher on last performance evaluation.
- Not received a written reprimand or higher-level disciplinary action within the past 12 months.
- Funding of Career Ladders in Budget must have been approved by Board of Supervisors.
- Certification from Department Manager of completion of requirements.

General Aptitudes and Physical Requirements:

The Americans with Disabilities Act requires that we identify the general aptitudes and physical requirements needed to perform the job listed above. Individuals who have the position must be able to perform all essential job functions unaided or with reasonable accommodation.

Mental Abilities:

- Must have general learning ability and the ability to “catch on” or understand instructions and underlying principles, to understand and follow oral instruction and written instruction, to guide and/or give instructions, and to make decisions in accordance with established procedures and policies.

Verbal Abilities:

- Speaking/Talking: Must have ability to understand meanings of words and ideas associated with them and to use them effectively, comprehend language to understand the relationship between words and to understand meanings of whole sentences and paragraphs, present information or ideas clearly, answer telephone, communicate with County officials, communicate with general public, and communicate with vendors, and communicating via radio. Must have the ability to speak clearly and distinctly.
- Hearing/Listening: Must have ability to communicate with County officials, public, vendors, supervisors and/or other employees. Must have the ability to hear and understand radio and telephone transmissions and respond accordingly.
- Reading (ability to read and understand texts): Must have ability to read.

Numerical:

- Must have ability to perform arithmetic operations quickly and accurately, to mentally perform accurate two-digit calculations, and to perform accurate calculations aided by a calculator, adding machine, or measurement device.

Spatial Capabilities:

- Not essential to job function.

Motor Coordination:

- Manual Dexterity: Must have ability to coordinate eyes and hands or fingers rapidly and accurately in making precise movements with speed, to make a movement response accurately and quickly, to move the hands easily and skillfully, to work with the hands in placing and turning motions, to use telephone, radio/console, copy machine, fax machine, and manipulate computer keyboard and mouse.

Physical Demands:

- Strength: Must have the quality, state, or property of being strong, must have the power to withstand strain, force, or stress. Must be able to manipulate materials and/or equipment occasionally by lifting a weight of 5 lbs or less, and occasionally holding/carrying a weight of 5 lbs or less. Weight must be lifted at waist level, from waist to shoulder, and above the shoulders.
- Standing, sitting, walking, running: Must have ability to: occasionally (0-1 hours/day) stand, continuously (9+ hours/day) sit, and occasionally (0-1 hours/day) walk. Must be able to walk on flat terrain. Running is not essential to the job.
- Reaching, handling, fingering, and/or feeling: Must have ability to stretch out, extend, or put forth a bodily part; to touch or grasp something, by extending or stretching, to touch, lift, hold, or operate with hands 50+ times per day.
- Seeing: Must be able to see, to focus with distinctness and clarity, and to have color perception.

Driving:

- Not essential to the job function.